

## CLIENT CLARIFICATION TEXT UNDER PERSONAL DATA PROTECTION LAW

The data controller **Angel Eye Sağlık Turizm Uluslararası Danışmanlık Ticaret Anonim Şirketi (hereinafter "ANGEL EYE")**, resides at **Güvenevler Mahallesi., Cinnah Caddesi., No: 38/8 Çankaya/Ankara**, undertakes to comply with data protection regulations and to protect the rights and freedoms of individuals regarding the processing of personal data. Our main purpose in collecting personal data from you is to help you. Data protection laws give individuals the right to know what data is held/stored about them and provide a framework to ensure that personal information is processed appropriately.

### Definitions

**Law:** Law No.6698 on Protection of Personal Data dated 24.03.2016

**Authority:** Personal Data Protection Authority

**Board:** Personal Data Protection Board

**Controller:** Angel Eye Sağlık Turizm Uluslararası Danışmanlık Ticaret Anonim Şirketi

**Data Subject:** Natural person whose personal data is processed

**Personal Data:** All the information relating to an identified or identifiable natural person,

**Personal data of special nature:** Data related to the race, ethnic origin, political opinion, philosophical belief, religion, sect or other beliefs, disguise and clothing, membership to associations, foundations or trade unions, health, sexual life, criminal convictions and security measures, and biometric data. and genetic data are special categories of personal data.

**Explicit Consent:** Freely given, specific and informed consent regarding a certain subject.

**Disposal of Personal Data:** Means deletion, destruction or anonymization of personal data.

**Anonymization:** Making personal data impossible to associate with an identified or identifiable natural person under any circumstances, even by matching with other data.

**Erasure of Personal Data:** The process of making personal data inaccessible and unusable for the relevant users in any way.

**Destruction of Personal Data:** The process of making personal data inaccessible, unrecoverable and reusable by anyone in any way.

**Masking:** It refers to operations such as erasing, scratching, painting and starring certain areas of personal data in a way that cannot be associated with an identified or identifiable natural person.

**Processing of Personal Data:** Any operation performed upon personal data such as collection, recording, storage, retention, alteration, re-organization, disclosure, transferring, taking over, making retrievable, classification or preventing the use thereof, fully or partially through automatic means or provided that the process is a part of any data registry system, through non-automatic means,

**Identity Information:** Name-surname, citizen ID number, nationality, passport copy, marital status, gender information

**Contact Information:** Address, e-mail address information

**Biometric Data** Signature information

**Financial Information:** Account and IBAN number, fee information

**Health Information:** Health problem history, travel disability status, health report, blood type, disability status information, birth report, drug use information, past surgery information, prosthesis information, examination information, photos of past health problems, hospital reports and laboratory results, information on sexual life

**Emergency Contact Information:** Name-surname, phone number information

**Insurance Information:** Health insurance information

**Customer Instruction Information:** Ticket, baggage, PNR number, location, visa information

**Education Information:** Foreign language proficiency, professional knowledge

### **For Which Purposes We Collect Personal Data**

As **ANGEL EYE**, name-surname, citizenship number, address, telephone number, fee, signature, passport copy, account and IBAN number, e-mail address, marital status, insurance, ticket, baggage, PNR number, location, visa, foreign language proficiency, occupational information **fulfillment of obligations arising from service contract and legislation;** name-surname, gender, date of birth, nationality, health problem history, travel disability status, health report, blood group, disability status information, birth report, medication usage information, past surgery information, prosthesis information, examination information, photographs of past health problems, hospital reports and laboratory results, information on sexual life **management and realization of diagnosis and treatment plans that need to be applied and archive and storage activities;** information on the person to be called in case of emergency is **processed for the purposes of carrying out emergency management processes;** information on name-surname, address, telephone number, e-mail address is processed for the purposes of **carrying out advertising and campaign processes.**

### **With Whom We Share Your Personal Data**

Your personal data which defined under the heading of definitions are provided to foreign data-based communication service providers such as Google., Yandex., Facebook (WhatsApp), and Microsoft in order to carry out operational activities specific to the above-mentioned purposes, Facebook (WhatsApp), and Microsoft in order to carry out operational activities, to foreign data-based communication service providers, to foreign data-based cloud computing service providers, to third party business partners in order to carry out accounting and financial transactions and management processes of diagnosis and treatment plans that need to be implemented and to carry out archive and storage activities, and in case of legal disputes, it can be shared with legally authorized public institutions and organizations and our lawyers, taking into account Articles 8 and 9 of Law No. 6698.

### **Our Personal Data Collection Methods and Reasons**

Your personal data mentioned above is collected by **ANGEL EYE** through physical and/or online foreign data-based communication service providers, face-to-face interviews, and our website, and your identity, contact, biometric, insurance, customer instruction, financial, emergency contact, education information is collected by taking into account Articles (8) and (9) of Law No. 6698. Taking into account Articles (8) and (9) of the Law No. 6698; your identity, contact, biometric, insurance, customer instruction, financial, emergency contact, education information for reasons of establishing a service contract, stipulated by law, fulfillment of legal obligations; your health information and your name-surname, address, telephone number, e-mail address information for the execution of advertising and campaign processes can only be processed if you give us your explicit consent.

### **How long is your personal data stored?**

Taking into account that the storage period is proportionate to the legal obligations and the envisaged purpose; your personal data is retained for 15 years after the termination of your legal relationship and is immediately destroyed by us within three months after the expiration of this period.

### **Data security**

To prevent accidental loss, use or unauthorized access, alteration or disclosure of your personal data, we take security measures appropriate for both human induced and natural disasters.

We limit access to your personal data to only those persons authorized by the company to have access. In addition, such persons who are outside the confidentiality obligation and shared are subject to the confidentiality agreement. In addition, correspondence with private and public institutions and organizations that may be subject to your personal data is provided within the necessary data security measures via our corporate e-mail address.

## **Rights of the Data Subject**

Data Subject; **to** learn whether his/her personal data are processed, to request information if processed, to learn the purpose of processing and whether they are used in accordance with their purpose, to know the third parties to whom they are transferred domestically or abroad, to request correction in case of incomplete or incorrect processing, and to request notification of the transaction made within this scope to third parties to whom personal data are transferred, although it has been processed in accordance with the provisions of the KVKK and the relevant legislation, to request the deletion or destruction of personal data in the event that the reasons requiring the processing of personal data disappear and to request notification of the transaction made within this scope to third parties to whom personal data is transferred, to object to the occurrence of a result to the detriment of the person himself/herself by analyzing the processed data exclusively through automated systems, to demand the compensation of the damage in case of damage due to unlawful processing.

Understanding the rights of the data subject and the methods to exercise these rights is one of the important issues emphasized by our company. These rights are related to every stage of data processing, storage, transfer, deletion, anonymization and destruction activities carried out by our company. **Personal data owners are obliged to submit their requests regarding their rights specified in Article 11 of the Law to our company.** Our company will finalize the request received free of charge or, if the transaction requires an additional cost, in return for the fee to be charged according to the tariff determined by the Personal Data Protection Board, as **soon as possible and within thirty days at the latest** and will inform the data subject. If the subject matter is incorrect, the fee received will be refunded to the data subject

The person concerned has the right to withdraw his/her explicit consent at any time. **However, it should be noted that** the withdrawal of explicit consent will have a prospective effect. In cases where you withdraw your explicit consent, ANGEL EYE will not carry out data processing activities based on any of the other data processing conditions.

Among the rights specified in Article 11 of the Law, the data subject may submit his/her request containing explanations regarding the right he/she requests to use by filling out the **application form sent to his/her e-mail address with this clarification text and sending** a signed copy to **Güvenevler Mahallesi., Cinnah Caddesi., No: 38/8 Çankaya/Ankara** address by hand or through a notary public with documents identifying his/her identity.

**NOTE:** It is highly beneficial for the data subject to pay attention to the application procedure in Article 5 of the Communiqué on the Procedures and Principles of Application to the Data Controller, numbered 30356 and published in the Official Gazette dated 10.03.2018, before applying to our company for information, documents or transactions about personal data:

### ***Application procedure***

**ARTICLE 5 - (1)** The data subject submits his/her requests within the scope of his/her rights specified in Article 11 of the Law to the data controller in writing or by using the registered electronic mail (REM) address, secure electronic signature, mobile signature or the electronic mail address previously notified to the data controller by the data subject and registered in the system of the data controller or by means of a software or application developed for the purpose of application. (2) In the application; a) Name, surname and signature if the application is in writing, b) T.C. identification number for citizens of the Republic of Turkey, nationality, passport number or identification number, if any, for foreigners, c) Residential or workplace address for notification, ç) Electronic mail address, telephone and fax number for notification, if any, d) Subject of the request.

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*(3) Information and documents related to the subject matter shall be attached to the application. (4) In written applications, the date of notification of the document to the data controller or its representative is the date of application. (5) In applications made by other methods; the date of receipt of the application by the data controller is the date of application.*